How To Use the Network Printers

**Installation** (You only need to do this once)
1. Do not try to install the printer from off campus.
2. Go to: [http://print.heinz.cmu.edu/uniprint/Packages.asp](http://print.heinz.cmu.edu/uniprint/Packages.asp)
3. Click the "F14Print" link.
4. Double click the file you downloaded. The Package “heinz queue updates” installer will start. Click the **Install** button.
5. When the installer is complete, click the **Finish** button.
6. Click the Start button -> Devices and Printers. You now have a printer called “**Heinz Queue**

![Printer Image]

**How to Print**
1. Open a document to print. One the file menu, click **Print**.
2. The **Print** dialog box opens. For the printer, select “**Heinz Queue**” then click the **Print** button.
3. The **Pharos Popup** dialog box will appear. In the field, enter your Heinz username. Example: My username is edwardm, I would enter **edwardm** in the field.

Note: If you do not enter your Heinz ID or leave the field blank, you will not be able to retrieve your print job.

4. Go to any Heinz College Print System printer. At the card reader next to the printer, slide your CMU ID card **OR** login with your Heinz username and password.
5. Touch the document name you want to print. Touch the **Print** button.

**Heinz Collete Print System Facts:**
- **300:** Max number of pages per print job
- **24 hours:** How long a print job will stay in the queue before being deleted
- **Unlimited:** Your print quota. We do ask that you print responsible.

For support, email **Heinz-computing@andrew.cmu.edu.**
How To Use the File Server

Accessing the file server from on campus

1. Click Start. In the Search field, type: \heinz-bolt.heinz.cmu.local
   Press the Enter key.

2. The Windows Security window appears. Type:
   Username: Heinz\[your Heinz username]
   Password: [your Heinz password]
   Click the OK button.

3. A window will appear with a list of shares.

   Lobby: This is the “L:” drive. It contains academic files for courses and student project volumes.

   Students: This is the “U:” drive. It contains student’s personal file storage space.

4. Double click the Students share. You will see a list of folder. Find your username. This is your personal file storage space.

Accessing the file server from off campus

A. (First time only) Install the Cisco AnyConnect VPN Client
   http://www.cmu.edu/computing/network/vpn/
B. Go to Start -> All Program -> Cisco -> Cisco AnyConnect VPN Client
   The Cisco AnyConnect VPN Client window will appear. In the Connect to field, type: vpn.cmu.edu
   Click the Select Button.

D. The login screen will appear. Select:
   Group: General Use Campus VPN
   Username: [Your Andrew username]
   Password: [Your Andrew password]
   Click the Connect button.
E. Follow Steps 1 through 4.

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